

Trading with Halls & Key Contacts

Trading with Halls

The **rh hall** Fair Price Pledge

rh hall will not be knowingly undersold by any comparable Catering Equipment Supplier.

Contact our Sales Office for further information.

How to Order

Goods may be ordered by telephone, e-mail, fax, post or via our web shop at www.rhhall.com.

Please quote your official order number and clearly identify your requirements giving Make & Model Numbers as shown in our catalogue, price list or web shop. If you have any special instructions regarding delivery, these should also be stated.

How to Pay

By Credit Account, Credit Card, Switch, BACS, CHAPS, Bankers Draft, Company Cheque (Subject to Clearance).

Our web shop offers a convenient & secure payment method using Verisign® which guards you against credit card fraud.

If you would like to open a Credit Account, please contact our Credit Control Department or your Area Sales Manager.

Delivery

Providing that your order has been received and payment method has been accepted before 12 noon Monday to Friday, goods, where requested will be despatched for the next working day. Delivery is free of charge providing the order value is over £150.00 nett or unless previously stated on acceptance of order. If the order value is below £150.00 nett, a delivery charge of £10.00 will be made. Pre 9.00am, Pre 10.30am and before Noon delivery services are available, rates are available on request. Please note:- Free of charge, next day delivery carrier service is not available in certain areas and for certain larger products - e.g. Highlands and Gram refrigeration. Please check with our Sales Department for any affected areas and products.

Damages & Shortages

Before signing for goods, please ensure all items are physically checked & inspected at time of delivery.

Carrier claims for shortages and/or damages cannot be accepted unless reported & signed for accordingly at time of delivery.

If any goods are delivered damaged/short, please ensure our Customer Service Department is informed in writing immediately.

Title of Goods

All goods remain the property of R H Hall (Microwave) Limited until they are paid for in full.

Cancellation of Orders

No cancellation of order is accepted after the goods have been despatched. If credit is agreed, this will be subject to goods being returned in original/new condition at the customer's expense, a restocking charge will be made - minimum 20% of invoice value + minimum reverse collection charge of £50.00 nett. No credit can be given for goods which have been specially ordered.

Service

We provide excellent after sales service on all models we supply.

In the event of breakdown please telephone our Service Department quoting the following:-

Make - Model - Fault Detail - Customer Name Address and Telephone Number.

If the appliance is within the guarantee period we also need to know:-

Serial Number - Date of purchase - Our Supply Invoice Number.

SERVICE CALLS CANNOT BE ACCEPTED WITHOUT THE ABOVE DETAILS.

Guarantee

Please refer to our Catalogue for detailed information.

Product Specification and Availability

In the interest of continued improvement, products detailed may differ in specification or appearance, from their description or illustration in our catalogue due to improvements and/or modifications made during the course of, or following the printing of our catalogue. Please check with our sales office prior to purchase, that the product you intend to purchase is in fact as indicated in our catalogue. If it is not, then we will be happy to give details of any improvement and/or modifications made to the product concerned. Furthermore, the contents of our catalogue are not to be treated as representative as to the current availability of the product as described, or as to product actually for sale.

WEEE Directive

We are pleased to confirm that all R H Hall key brands are 100% WEEE compliant.

Please see www.rhhall.com for full details.